

# SIDREA INTERNATIONAL WORKSHOP (SIW)

## DIGITAL TRANSFORMATION IN HEALTHCARE: Governance, Performance and Accountability Challenges





Ministero  
dell'Università  
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S I D R E A

## SIDREA INTERNATIONAL WORKSHOP (SIW)

**DIGITAL TRANSFORMATION IN HEALTHCARE:  
Governance, performance and accountability challenges**

### Call for Papers

11 May, 2026

09:00-17:00

University of Naples Federico II  
Centro Congressi, Aula Magna  
Via Partenope 36, Naples (Italy)



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# Digital transformation in healthcare: Governance, performance and accountability challenges

Since the emergence of the term e-health in the 1990s (Aceto et al., 2018), digital technologies have played an increasingly pivotal role in the transformation of healthcare organizations. Over the past two decades, the digitalization of healthcare has gained substantial momentum (Marques & Ferreira, 2020), culminating in what is now conceptualized as Healthcare 4.0 (Ferrigno et al., 2023). This phenomenon is distinguished by heightened interconnectivity and automation, which facilitate the reconfiguration of healthcare delivery within cyber-physical systems, thereby impacting both clinical care and administrative functions (Tortorella et al., 2022).

The COVID-19 pandemic served as a catalyst for this transformation, expediting the integration of digital technologies in approximately 65% of healthcare organizations worldwide as a means to enhance patient services (Cobianchi et al., 2020; Tortorella et al., 2021; Deloitte, 2020). The rationale underpinning this shift is the premise that digitalization confers multifaceted benefits, improving efficiency, effectiveness, and personalization of care for patients, professionals, and organizations alike (Marques & Ferreira, 2020; Kraus et al., 2021; Massaro, 2023).

Digital technologies enable more dynamic, specialized interactions between healthcare providers and patients (Alloghani et al., 2018; Tortorella et al., 2020) and foster the automation of data-driven decision-making processes (Secundo et al., 2021; Spanò et al., 2021). In a context where clinicians and administrators are inundated with diverse datasets (from electronic health records and clinical diagnostics to mobile health platforms), new digital tools offer the potential to enhance data integration, processing, and analysis, thereby informing more effective strategic and operational decisions (El Morr & Ali-Hassan, 2019; Ilangakoon et al., 2022), with potential implications for healthcare accountability, governance and performance (Mackey & Cuomo, 2020; Chen & Wei, 2023; Tortorella et al., 2021).

In particular, digital technologies are not only useful for clinical processes but also for administrative managerial, and other support processes that are of foundational importance to the operational sustainability of healthcare organizations (Behkami & Daim, 2012). For instance, digital technologies can positively contribute to the fulfillment of several activities, including sales program optimization (strategic planning function), medical devices and pharma supply chain management (procurement and maintenance functions), staff management (human resource management functions) and evaluation (management control functions) (Sousa et al., 2019; Yang et al., 2021; Tortorella et al., 2022; Mauro et al., 2024). Similarly, digital technologies may support the collection, analysis, and reporting of data, thereby significantly enhancing the timeliness and accuracy of performance



management systems (Aceto et al., 2018). Indeed, they contribute to the evolution of such systems by enabling more advanced data management and analytical capabilities, particularly for middle managers and controllers (Sardi et al., 2023; Arnaboldi et al., 2017). Likewise, digital technologies can support strategic decision-making at the corporate level, aiding key leaders such as board members and CEOs. Indeed, literature indicates that these technologies can enhance both the efficiency and effectiveness of decision-making processes, while also strengthening the board's strategic functions (Hilb, 2020). In particular, they can assist directors not only during deliberation but also in the evaluation and interpretation of complex information, thereby improving the overall quality of strategic decisions (Cheffi & Abdennadher, 2019; Oliveira et al., 2022).

These issues call for continued scholarly investigation to inform and support advancements in managerial and organizational practices in healthcare.

Building upon these foundational considerations, the workshop seeks to foster critical discussion and promote the development of high-quality, impactful research. To this aim, in addition to presenting and disseminating the results of the PRIN project entitled "Furthering performance measurement and management systems in healthcare through new digital technologies", funded in 2022 by the Italian Ministry of University and Research, the workshop will feature the presentation of selected research papers. Submissions employing a wide range of methodological approaches, including both quantitative and qualitative designs, are encouraged and welcome.

Relevant topics for exploration may include, but are not limited to, the following:

- *Top leaders, decision-making process and digital transformation in healthcare.*
- *Digital technologies in healthcare administrative processes.*
- *Digital technologies and performance management system in healthcare.*
- *Healthcare budgeting and digitalization.*
- *Digitalization, forecasting and planning in healthcare.*
- *Digital transformation, transparency and information flows in healthcare.*
- *Digital technologies and accountability in healthcare organizations.*
- *Healthcare digitalization and financial performance.*
- *Healthcare digitalization and service quality.*
- *Healthcare digitalization, sustainability and ESG performance.*
- *Digital transformation and accounting technologies in healthcare.*
- *Enablers and barriers of digital transformation in healthcare.*
- *Implications of digital transformation in healthcare.*



## Submission guidelines

Submissions must be sent via email in doc or docx format.

Authors may submit either an **extended abstract** (up to 2.000 words) or a **full paper** (up to 6.000 words) in English.

Each manuscript should clearly address the following components:

- Purpose
- Theoretical Framework and Literature Review
- Design/Methodology/Approach
- Main Findings
- Originality
- Implications for Theory and Practice

The total word count must include all elements of the manuscript, including the abstract, references, tables, figures, and appendices.

### Formatting requirements:

- Times New Roman, 12 pt
- Line spacing 1.5
- Margins 2.5 cm (1 inch) on all sides

Extended abstracts and full papers should be sent to the following email addresses: sara.saggese@unina.it; fabrizia.sarto@unina.it

Each submission must clearly include the full name, institutional affiliation and academic position of all authors. The presenting author should be marked with an asterisk (\*). The email address and phone number of the corresponding author should be also provided to ensure effective communication.

### Key dates:

- **30 March 2026:** Submission deadline for papers and extended abstracts
- **10 April 2026:** Notification of acceptance for conference papers
- **20 April 2026:** Registration deadline

**Paper review and selection:** All submissions will undergo peer-review by the Scientific Committee. Authors will be notified of acceptance **by 10 April 2026**. Submissions will be evaluated based on their relevance to the conference themes, clarity, coherence, and methodological rigor.

**Registration:** The workshop participation **is free of charge** and open to anyone wishing to attend. Registration is required and should be completed by **20 April 2026** by sending an email to: sara.saggese@unina.it; fabrizia.sarto@unina.it



**Keynote speakers:** Prof. Gianluca Veronesi, University of Bristol Business School (UK), University of Verona (Italy); Prof. Christos Begkos, University of Manchester (UK).

**Scientific committee:** Prof. Gustavo Barresi (University of Messina), Dr. Monica Giacotti (University of Catanzaro Magna Graecia), Prof. Federico Lega (University of Milan), Prof. Francesca Manes Rossi (University of Naples Federico II), Prof. Marianna Mauro (University of Catanzaro Magna Graecia), Prof. Guido Noto (University of Messina), Prof. Anna Prenestini (University of Milan), Prof. Sara Saggese (University of Naples Federico II), Prof. Fabrizia Sarto (University of Naples Federico II), Prof. Riccardo Viganò (University of Naples Federico II).

For information or issues, please feel free to contact the **local organizers:**

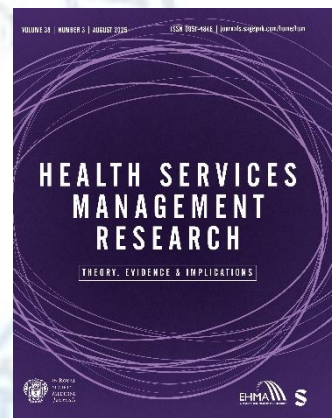
**Prof. Sara Saggese:** sara.saggese@unina.it

**Prof. Fabrizia Sarto:** fabrizia.sarto@unina.it

### Publication opportunities

A selection of the best conference papers will be considered for publication in the Special Issue entitled “Digital transformation in healthcare: Governance, performance and accountability challenges” in Health Services Management Research (ISSN: 09514848), published by SAGE.

The Journal is an academic peer reviewed and Scopus-indexed outlet with Impact Factor 0.7/5 and Year Impact Factor 1.4. It has been accepted into the ESCI and is a member of the [Committee on Publication Ethics \(COPE\)](#)



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## How to get to the conference venue Centro Congressi Federico II, Via Partenope, 36, 80121, Naples (Italy)

### From Naples International Airport (Aeroporto di Napoli-Capodichino):

**By Taxi:** Taxis are available outside the arrivals terminal. The journey to Via Partenope typically takes around 20–30 minutes, depending on traffic.

**By Public Transport:** Take the Alibus from the airport to Piazza Municipio (tickets can be purchased on board). From Piazza Municipio, it's about a 20-minute walk to the Congress Center. Walk along Via San Carlo and continue onto Via Partenope. Alternatively, from Piazza Municipio, you can take a local bus (such as Line 151) towards Via Partenope.

### From Napoli Centrale Train Station:

**By Taxi:** Taxis are available outside the station. The journey to Via Partenope typically takes around 15–20 minutes, depending on traffic.

**By Metro and Bus:** Take Metro Line 1 (Garibaldi Station) towards Piscinola and get off at Toledo Station. From Toledo Station, it's about a 15-minute walk to the Congress Center. Head along Via Toledo, continue through Via Chiaia, and then onto Via Partenope. Alternatively, take a bus (such as Line 151) from outside Toledo Station directly to Via Partenope.

**Tickets:** You can purchase tickets (including Alibus tickets) at physical ticket offices or via the UnicoCampania App.

**We look forward to welcoming you to the conference!**

**If you have any questions or require further assistance, please do not hesitate to contact the conference organizers.**

*The workshop is funded by the European Union - NextGenerationEU through the Italian Ministry of University and Research under the National Recovery and Resilience Plan (PNRR) - Mission 4 Education and research - Component 2 From research to business - Investment 1.1 Notice Prin 2022 - DD N. 104 del 2/2/2022, title "Furthering performance measurement and management systems in healthcare through new digital technologies" - 2022WPXPFE - G53D2300211000.*